

WASHINGTON STATE EMPLOYMENT SECURITY



www.wa.gov/esd/ws/wenatche

215 BRIDGE STREET

WENATCHEE, WA

(509) 665-6605

RÉSUMÉS



**TARGETED
CHRONOLOGICAL
FUNCTIONAL
COMBINATION**

**PLUS
POWER WORDS
PREFERRED SYNONYMS
RESUME CHECKLIST
REFERENCE TIPS**

Put your résumé online at go2worksource.com

THE TARGETED RÉSUMÉ

Many professionals believe the targeted résumé is the best way to approach an employer. This style is:

- Focused on a specific job with a specific employer.
- Lists only abilities and qualifications related to a specific job.
- Demonstrates a strong understanding and ability in the targeted occupation.

To show continuous work history you *may* include jobs that don't directly relate to the position you are applying for, but with little or no emphasis and detail.

"Every job is a self-portrait of the person who does it.
Autograph your work with excellence."



TARGETED RÉSUMÉ

Serena Manners

215 Bridge Street

Wenatchee, WA 98801

(509) 665-6605

OBJECTIVE

A position as *Sales Account Representative* with *Computerized Marketing, Inc.*

CAPABILITIES

- 20 years sales/marketing experience
- Familiar with local corporate market
- Relationship-selling skills
- 6 years experience in wireless industry
- Proven sales track record
- Motivational & training skills

EXPERIENCE

Deputy Auditor King County Auditor's Office 02/97 to 02/02 Seattle, WA
Clerk in Licensing Department. Daily remittances and transactions required by the Department of Licensing. Operation and troubleshooting of computer system.

Communications Specialist TechZone Communications 01/94 to 01/97 Seattle, WA
Marketed and trained personnel on telephony-based telephone systems. Knowledge of both computers and phone systems. Instrumental in the organization of sales leads; involved with each account as we installed the system and trained staff.

Senior Marketing Representative TechBiz, Inc 12/91 to 12/93 Everett, WA
Marketed computer hardware and software to major corporations. Hardware marketed: IBM, Compaq and Apple. Software marketed: all major software products.

Marketing Representative Horsack Jones & Smith, P.S. 2 years New York City, NY
Developed and presented seminars on specialized products for the Accounting profession and sold turnkey systems to accountants and attorneys. Hardware marketed: IBM and a variety of printers and peripherals. Software marketed: AMI accounting software, Microsoft and Lotus products.

Territory Manager Software is Us, Inc. 2 years Buffalo, NY
Responsible for direct sales and establishing new dealers in New York, New Jersey and Maine. Hardware marketed: IBM, Altos and Televideo products. Software marketed: Vertical market software for accountants and attorneys, Microsoft and Lotus products.

EDUCATION

Bachelor of Arts New York State University June, 1985
Major: Business Administration Minor: Economics GPA: 3.7

Advanced Sales Training Microcomputer use in business operations 1988

HONORS

- Salesperson of the Year Software is Us, Inc. Top Salesperson for national sales force in 1983
- Manager of the Month TechSells to U Twice honored for highest net sales and gross profit margin for NW division

ACTIVITIES

Piano, Theater

Excellent references available upon request

THE CHRONOLOGICAL RÉSUMÉ

- This style clearly identifies your past work experience starting with your most recent job.
- It is an excellent style for persons who have shown advancement within a career area.
- Employers are most familiar with the chronological résumé. In fact, in large personnel departments, the chronological format tends to receive more attention than other styles.

However, this may not be the best style for persons who are changing careers or returning to the work force after a long absence because it tends to expose gaps in your work history, and may call attention to a job or jobs you prefer not to emphasize.

See two examples of the chronological résumé on the following pages.

"Success is not so much what we have as it is what we are."



CHRONOLOGICAL RÉSUMÉ

STEWART FROST

22628 East 49th Street
Spokane, WA 99602
(509) 665-6605

- OBJECTIVE:** A position as beginning **Draftsman** with a diversified architectural firm
- EXPERIENCE:** Grounds Supervisor Heritage Library Welda, OK
6/97 to 03/98
Directed a crew of four ground personnel in maintenance operations. Participated in design, planning and building of demonstration farm facilities. • Assisted carpenters in building of health complex and various mechanical equipment buildings. • Helped in design and construction of a large sprinkler system and landscaping of library property.
- Carpenter's Assistant Mountain Greenhouses Sedro Woolley, WA
6/96 to 6/97
Assisted carpenter in construction of a 60' x 100' hydroponic greenhouse. Surveyed site and set forms for the foundation. • Poured and finished concrete. • Framed, welded and installed glass panels, installed ventilation system. • Established initial plantings in the greenhouse and supervised all transplants and disease control.
- Draftsman Falls Church Comm. College Falls Church, WA
9/94 to 5/96
Drafted floor plans of existing school buildings, sprinkler systems and various underground utility line systems. • Measured current buildings to update plans, including any new additions to the campus.
- Summer Work
Carpenter's Assistant between school years. • Participated in building of family home during high school.
- EDUCATION:** Falls Church Community College Falls Church, WA
Associate Degree, Architecture 1991
- INTERESTS:** Design furniture, woodworking, auto repair
- REFERENCES:** Available Upon Request

Chronological Resume

Corina Jones

215 Bridge Street
Wenatchee, WA 98801
(509) 665-6605

Chronological Resume

OBJECTIVE

A position as **Data Entry Clerk** with the County Juvenile Justice System.

PROVEN SKILLS

CLERICAL:

☐ Keyboards 40 wpm	☐ Data Entry	☐ 10-key
☐ Multi-Line Phones	☐ Filing	☐ Word Processing
☐ Office Manager	☐ Office Machines	☐ Reception

CASHIER:

☐ Accounts Receivable	☐ Accounts Payable	☐ Cash Register
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BOOKKEEPER:

☐ Cashiering	☐ Reconcile Receipts	☐ Balance Till
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PEOPLE:

☐ Customer Service	☐ Interviewing	☐ Victim Assistance Training
☐ Mediation	☐ Relationship Skills	☐ Crisis Counseling

EXPERIENCE

11/95 to Present	<u>Receptionist/Data Entry</u>	JungleLand Pets	Wenatchee, WA
	Computer reports (statements & end-of-month), data entry, phones, customer service, assisting with surgeries, x-rays, euthanasia, emergency situations, making appointments, taking payments.		
10/92 to 01/95	<u>Secretary/Receptionist</u>	LowDown Appraisers	Wenatchee, WA
	Data entry, collected data from Assessor/Treasurer's Office, reception.		
03/88 to 10/92	<u>Assistant Manager</u>	RetailZone Products	East Wenatchee, WA
	Supervised, inventoried, ordered stock, balanced till.		
05/86 to 08/87	<u>Secretary/Receptionist</u>	FlatRate Real Estate	Wenatchee, WA
	Managed rentals, ran credit checks, reception, posted listings.		

OTHER EXPERIENCE

01/84 to 04/86	Computer Operator	HiTech Computers	Wenatchee, WA
01/82 to 12/83	Data Entry Operator	Community Hospital	Walla Walla, WA
01/80 to 12/81	Office Manager	TenKey Data Processing	Walla Walla, WA

EDUCATION

Graduate	State Police Reserve Academy	500+ hours training
Graduate	Wenatchee Valley College	Data Processing/Key Punch
Graduate	Wenatchee Valley College	Certified Nursing Assistant
Graduate	Wenatchee High School	Emphasis on Business

REFERENCES

Available Upon Request

THE FUNCTIONAL RÉSUMÉ

- This style plays down dates, places of employment and job functions.
- It is useful if you are entering or re-entering the work force, changing careers, or seeking a job change after a long and varied work history.
- Writing a functional résumé enables you to headline those specific skills and accomplishments that relate to your job objective.
- This format requires a careful analysis of skills and may be more difficult to organize and edit than the chronological style.

Employers are less familiar with this format and sometimes feel more comfortable if you document your education, past work experience and dates of employment at the end of the résumé.

See an example of the functional résumé on the following page.

"An age is called Dark, not because the light fails to shine, but because people refuse to see it."



FUNCTIONAL RESUME

CAROLYN N. SMITH
123 First Street
Any City, ST 00000
800/555-1212

FUNCTIONAL RESUME

RECEPTIONIST • OFFICE ADMINISTRATION • CUSTOMER SERVICE

Summary of Qualifications

- Excellent qualifications for Receptionist, Office Administrative, or Customer Service positions
- Experienced in answering and directing calls through a busy multiple-line telephone system
- Extremely sociable and able to put visitors immediately at ease
- Organized, efficient, and precise - strong communication skills
- Skilled in completing time-critical projects
- Decisive and direct, yet flexible in responding to constantly changing assignments
- Able to coordinate multiple projects and meet deadlines under pressure
- Enthusiastic, creative, and willing to assume increased responsibility

Special Skills

- Microsoft Office: Word, Excel, Access, and graphic applications
- Familiar with medical terminology
- Progressive experience in customer service

Relevant Skills

RECEPTIONIST

- Resolving customer service problems
- Answering a high volume of incoming telephone calls
- Setting and confirming appointments
- Mail processing
- Multi-tasking

OFFICE ADMINISTRATION

- Collecting and recording statistical and confidential information
- Assembling and organizing bulk mailings and marketing materials
- Data entry with 10-key by touch and keyboarding at 85 wpm
- Ensuring smooth and efficient flow of functions
- Experience in prioritizing time-critical assignments

CUSTOMER SERVICE

- Consumer advocacy experience
- Knowledgeable in problem resolution

CONFIDENTIALITY

- Handling extremely confidential records

Education

- Graduate: Any High School, Any City, ST - Relevant courses included:
 - Microsoft Office: Word, Excel, Access, and PowerPoint
 - Office Administration
 - Customer Service

Relevant Experience

ADMINISTRATIVE RECORDS CLERK

Any Hospital, Any City, ST

Accomplishment:

- Developed a new student grade reporting format saving \$10,000 annually

2 years

Receptionist Metro Vice-Narcotics-Intelligence Division

Any Police Department, Any City, St

Accomplishment:

- Created a new visitor tracking report saving \$5,000

5 years

REFERENCES AND FURTHER DATA AVAILABLE UPON REQUEST

THE COMBINATION RÉSUMÉ

- You may wish to combine a chronological format with a functional résumé.
- Don't rely on a "résumé recipe" to sell yourself on paper.
- Adapt the examples and use the ideas that best fit you and your special situation. Your goal is to convince an employer to give you an interview.
- Design a format for yourself that will sell you and your qualifications effectively.

Your résumé is usually the first impression a prospective employer will have of you and your skills. Take some time to do a "first class" job and you may wind up with the job you've always wanted.

See examples of combination résumés on the following pages.

**"If you can't have the best of everything, make
the best of everything you have."**



COMBINATION RÉSUMÉ

LARRY KLOOPER

10001 Star Street
Six Mile Dam, WA 86240
(509) 665-6605

OCCUPATION: Certified Welder
Journeyman Carpenter and Ironworker (union withdrawal)

SKILLED AT:

◆ Welding	◆ Read and Draw Blueprints
◆ Rough Carpentry	◆ Electrical Repairs
◆ Hydraulics	◆ General Building Maintenance
◆ Iron Work	◆ Light Mechanic-General Equipment

EQUIPMENT:

◆ Backhoe	◆ D-6 to D-9 Cats
◆ Grader	◆ Farm Equipment
◆ Forklift	◆ Half-ton to ton Diesel Trucks

EMPLOYER:

<u>Well Drillers</u> <i>Welder-Mechanic</i>	Six Mile Dam, WA	May 91 to Oct 92
<u>Self-Employed</u> <i>General Maintenance-Carpenter</i>	Six Mile Dam, WA	Jan 81 to Oct 89
<u>Excellent Builders</u> <i>Welder-Carpenter</i>	Six Mile Dam, WA	Mar 80 to Oct 80
<u>Weeder Feeders</u> <i>Welder-Mechanic-Carpenter</i>	Six Mile Dam, WA	Mar 77 to Nov 79

EDUCATION: Six Mile Dam Community College 1980
Carpenter Apprentice and Welding Classes

LICENSES: Washington Driver's License (Excellent Record)
Explosive Device Operator's License
FCC/Government Vehicle Radio Operator's License

REFERENCES: Available Upon Request

**Combination/
Target Resume**

Donald J. Roberts

111 Sound Street
Seattle, Washington 98599
(206) 555-0000

**Combination/
Target Resume**

Objective: Position in Sales and Marketing, focusing on product establishment.

Summary of Qualifications

*12 years experience in management of sales and marketing.
Successful in generating new business and increasing sales volume.
Effective in persuading others through my enthusiasm.
Highly reliable, proven ability to set and meet goals.*

Professional Experience

1994-2003
WA

Manager of Sales and Marketing

Exotic Tanning Co., Lynnwood,

Marketing:

- Developed new markets for leather. Expanded from shoes and handbags to a wide range of other related products, significantly increasing sales:
 - Researched clothing and shoe market on field trips to Europe; designed and created wide range of new colors to coordinate with current trends.
 - Introduced new weights of leathers which increased company's share of the market in heavyweight leather products.

Sales:

- Increased leather sales from \$7K to \$18K during first 6 years, closing many difficult sales by effectively overcoming objections:
 - Introduced new and existing lines of leather all over the U.S., making fashion presentations to marketing directors of major manufacturers.

1990-1993
Renton, WA

Sales Manager

Philips Chemical Corporation,

- Developed and supervised five regional sales agencies throughout the country:
 - Traveled to each territory regularly.
 - Trained sales representatives.
 - Visited major accounts.
 - Monitored overall profitability, accurately projecting manufacturing costs and product pricing.

1987-1993

Technical Sales Representative

Sound Film Works, Seattle, WA

- Opened several major profitable new accounts on the East Coast:
 - Introduced our products to companies previously unaware of us.
 - Overcame distance barrier by offering persuasive advantages such as modern facilities, high quality service, and personalized attention.
-

Education and Training

B.S., Business Administration
Graduate, Sales Course
Industrial Psychology Workshop

University of Washington, Seattle, WA
Dale Carnegie Sales School, Seattle, WA
Sound Film Works, Seattle, WA

To create a résumé that will look consistently good when placed on a web site, e-mailed, scanned, or viewed within a simple text editor, you must use the simplest formatting possible. This will mean sacrificing features of your word processor, such as tables, paragraph/page borders, and custom fonts.

If you plan to post your résumé to the Internet, it is a good idea to keep two versions of it. Use the online version for e-mails and Internet postings. Save your word-processed résumé for interviews and for sending to employers who have already shown an interest.

Follow these steps to create a résumé that will look good no matter where you send it. These directions will work for most word processing programs.

1. **Open your résumé** in your word processor.
2. **Save the résumé as TEXT ONLY.** Be sure to change the file name. (This feature is usually available by choosing Save As from the File menu)
3. **Close the résumé and reopen the new text-only version** in Notepad or a similar plain text editor (you can also open the text document in MS Word).
4. **Edit your résumé.** See the Formatting Tips section below.
5. **Save the changes** you've made to the document.

To send your résumé in e-mail or post it to the Internet, Select All of the text in your résumé, Copy it, and Paste it into the e-mail or web page.

FORMATTING TIPS

- **Do not use tabs.** They are ignored by web browsers, and behave unpredictably in e-mail.
- **Avoid trying to indent or center text** using the spacebar. Keep all lines left justified against the page, and use line breaks to separate headings and sections.
- **Don't rely on positioning of text using spaces** or specific fonts. The font that you use to create your résumé is not necessarily the same font that will be used to display it on the Internet or in an employer's e-mail program.
- To emphasize a word or words, use ALL CAPS, or surround the text using *asterisks* or other #characters#. For bulleted lists, use the asterisk (*), hyphen (-), plus sign (+) or a similar character. Keep in mind that long lines of text may wrap underneath the bullets.
- Don't try to control the width of lines using hard returns. If you allow your text to wrap normally, it will look consistently good even if the browser window is resized.

TIPS FOR MAXIMIZING "HITS" ON YOUR RÉSUMÉ

- Use enough key words to define your skills, experience, education, professional affiliations, etc. Be sure that each of your most marketable skills is mentioned.
- Use abbreviations and acronyms specific to your industry. Spell out the acronyms for human readers. This will ensure that your résumé comes up whether the employer searches by the abbreviation or the full word. Example: RN, Registered Nurse.
- Increase your list of keywords by including specifics. For example, list the names of software you use, such as Microsoft Word, Lotus 1-2-3, Borland C++, etc.
- Use common headings, such as: Objective, Skills, Experience, Work History, Positions Held, Education, Summary of Qualifications, Accomplishments, Strengths, Professional Affiliations, Publications, Papers, Licenses, Certifications, Honors, Technical Skills, etc.
- Include a clear Objective statement that tells employers what kind of job you are seeking. This is especially important if you have many different skills or types of experience.
- Describe experience with concrete words rather than vague descriptions, i.e. "managed a team of 7 software engineers," instead of "responsible for managing, training."
- Use more than one page only if necessary.
- Describe your personal traits and attitudes only if job related. Key points could include: skilled in time management, dependable, high energy, leadership, quick learner, self starter, professional, team player, etc.

POWER WORDS FOR RÉSUMÉS

Accompanied	Contrasted	Filed	Managed	Rearranged
Accumulated	Controlled	Filled	Manufactured	Rebuilt
Achieved	Converted	Financed	Marked	Recalled
Acquired	Convinced	Finished	Marketed	Received
Administered	Coordinated	Fired	Measured	Recommended
Admitted	Copied	Fitted	Met	Reconciled
Advised	Corrected	Fixed	Modified	Recorded
Aided	Corresponded	Formulated	Monitored	Reduced
Allowed	Counseled	Founded	Motivated	Referred
Analyzed	Counted	Governed	Negotiated	Registered
Answered	Created	Graded	Nominated	Regulated
Applied	Credited	Graphed	Noted	Related
Appointed	Debated	Greeted	Notified	Relayed
Appraised	Decided	Handled	Numbered	Renewed
Arranged	Delivered	Headed	Observed	Reorganized
Assembled	Demonstrated	Helped	Obtained	Repaired
Assessed	Deposited	Hired	Opened	Replaced
Assigned	Described	Identified	Operated	Reported
Assisted	Designed	Implemented	Ordered	Requested
Attached	Detailed	Improved	Organized	Researched
Attended	Determined	Improvised	Outlined	Reserved
Authorized	Developed	Increased	Overcome	Responsible
Balanced	Devised	Indexed	Packaged	Retrieved
Billed	Diagnosed	Indicated	Packed	Revised
Bought	Discovered	Informed	Paid	Routed
Budgeted	Dismantled	Initiated	Participated	Scheduled
Built	Dispatched	Inspected	Patrolled	Secured
Calculated	Dispensed	Installed	Perfected	Selected
Cashed	Displayed	Instructed	Performed	Sent
Catalogued	Directed	Insured	Piloted	Separated
Changed	Distributed	Integrated	Placed	Served
Charged	Documented	Interpreted	Planned	Serviced
Chartered	Drew	Interviewed	Posted	Set up
Checked	Drove	Introduced	Prepared	Showed
Classified	Earned	Inventoried	Prescribed	Sold
Cleaned	Educated	Investigated	Presented	Solicited
Cleared	Employed	Invoiced	Priced	Sorted
Closed	Encouraged	Issued	Printed	Stocked
Coded	Engineered	Judged	Processed	Stored
Collected	Entertained	Justified	Produced	Straightened
Commanded	Established	Kept	Programmed	Summarized
Communicated	Estimated	Learned	Promoted	Supervised
Compiled	Evaluated	Lectured	Prompted	Supplied
Completed	Examined	Led	Proofread	Tallied
Composed	Exchanged	Licensed	Proposed	Taught
Computed	Exhibited	Listed	Proved	Telephoned
Conducted	Expanded	Listened	Provided	Tested
Conferred	Experienced	Loaded	Published	Transferred
Constructed	Fabricated	Located	Purchased	Transported
Consulted	Facilitated	Logged	Ran	Tutored
Contacted	Fed	Mailed	Rated	Typed
Contracted	Figured	Maintained	Read	Verified



PREFERRED SYNONYMS

The following words are preferred synonyms for words we all commonly use in describing our jobs. Use of the stronger, more precise words tend to raise scores when Personnel Officers, Personnel Analysts, and Human Resource Directors review your job application and résumé.

SERVING

Assist
Usher
Attend
Wait upon
Supply
Provide

PERSUADING

Influence
Motivate
Convince
Promote
Solicit
Sell

SUPERVISING

Lead
Order
Appoint
Assign
Enforce
Rate

DIVERTING

Entertain
Humor
Interest
Amuse
Imitate

COMMUNICATION

Discuss
Interview
Question
Inform
Dictate
Answer
Describe
Indicate
Relay
Request
Meet
Greet
Communicate

COMPARING

Rank
Inspect
Distinguish
Contrast
Select
Choose
Classify
Grade
Index
Segregate
Sort
Match
Arrange

SYNTHESIZING

Devise
Compose
Invent
Discover
Hypothesize
Plan
Design
Solve
Calculate
Forecast
Interpret
Translate
Innovate

COMPLILING

Measure
Time
Weigh
Calibrate
Collect
Accumulate
Inventory
Count
Observe
Listen
Smell

ANAYLYZING

Investigate
Research
Experiment
Study
Scrutinize
Examine
Audit
Scan
Evaluate
Verify
Appraise
Test
Report
Identify
Recommend
Summarize
Suggest
Document

INSTRUCTING

Teach
Lecture
Tutor
Explain
Instruct
Demonstrate
Train

COORDINATING

Direct
Manage
Implement
Control
Regulate
Authorize
Execute
Decide
Deliberate
Determine
Develop
Formulate
Organize
Marshal
Schedule
Initiate

NEGOTIATING

Mediate
Settle
Debate
Bargain
Reason
Confer

MENTORING

Prognosticate
Diagnose
Prescribe
Advise
Counsel
Console
Reconcile
Arbitrate
Judge

COPYING

Record
Post
Tabulate
List
Transpose
Quote

COMPUTING

Estimate
Plot
Figuring

REFERENCES

- Choose people who will give you the best references:
 - ◆ Former employers
 - ◆ Former co-workers
 - ◆ Associates in civic or social organizations
 - ◆ Well-regarded people in your community
- Choose people who will be enthusiastic about you and your career, who will:
 - ◆ Show genuine interest in his/her tone of voice
 - ◆ Give specific examples rather than general comments
- Choose people who will give straight direct answers, who will:
 - ◆ Respond quickly
 - ◆ Respond positively in a businesslike manner
- Help your references by:
 - ◆ *Asking their permission* and giving them advance notice
 - ◆ *Briefing them on your background* and bringing them up to date
 - ◆ *Giving them a copy of your résumé* if you think it will help them
 - ◆ *Keeping in touch with them*—check back from time to time and you may get some valuable pointers for job interviews
 - ◆ *Thanking them*—let them know when you're hired and express your appreciation for their help

Questions people you list as references could be asked:

1. How long did he/she work for you (or with you)?
2. What was the quality of his/her work?
3. How much responsibility did he/she have?
4. How well did he/she get along with people?
5. Did he/she require close supervision?
6. Was he/she prompt in getting to work and completing tasks on time?
7. Why did he/she leave?
8. Is there anything about the applicant that would disqualify him/her for the job we're offering?
9. Do you know anyone else I could speak to about him/her?
10. Is there anything I should know about him/her that I haven't asked?

RÉSUMÉ EVALUATION CHECKLIST

Designed to assist you in evaluating résumés. Make sure résumé meets the following criteria:

1. Appearance

- pleasing to the eye
- is reader friendly
- looks like a professional document
- is in a format that highlights your selling points

2. Contact Information

- is at top of page
- includes current address
- includes telephone number(s) day and evening
- includes current email address
- does not include age, race, or marital status
- includes your web site (only if site is appropriate for employer to view)

3. Career Objective

- includes type of job or industry you seek
- emphasizes your stronger and most relevant skills

4. Skills/Accomplishments

- are consistent with objective
- match job requirements
- are supported by experience/education
- highlight your best attributes
- include results

5. Experience

- include title, organization name, city, state and/or country (if not U.S.)
- include dates position held
- describe with action verbs
- highlights skills, relevant accomplishments and benefits you offer
- includes related paid, volunteer, intern, or co-op experience

6. Education/Training

- lists most recent degree; date or anticipated date of graduation
- lists relevant courses (only if appropriate to objective)
- includes name and location of university, college
- includes major, minor
- lists honors and awards (this can be a separate section on resume, if numerous)
- mentions GPA

7. Memberships/Activities (if pertinent to position applied for)

- emphasize leadership roles
- include pertinent memberships and affiliations
- include sports participation
- include foreign study/language fluency
- do not include religious or political affiliation

8. References

- "available upon request" is a standard line at bottom of résumé
- use a separate page with Professional & Personal references
- be sure your references know you're listing them (get their permission)
- choose people who will give the best reference
- give references a copy of your résumé and brief them on your qualifications